



# 10-22-2018 Improving Care Transitions – Learning Through the Lens of Multiple Stakeholders (CCSQ Grand Rounds Live Webinar)

## ***Continuing Education (CE) Activity Information & Instructions*** *(Live Activity #: WE-L10222018-GR)*

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# Activity Information

## Activity Description

This Grand Rounds event defined key challenges facing care coordination and care transitions, identified the positive aspects that result from a properly leveraged health information exchange (HIE), recognized the aims of home and community-based services through programs and partnerships, and listed the key considerations of the Money Follows the Person Demonstrations.

Please click or copy and paste the link into a web browser to access the recorded webinar:

[CMS Grand Rounds-20181022 1500-1](#)

## Target Audience

This activity is designed for physicians and other health care professionals.

## Learning Objective

By the end of this activity, participants should be able to:

- Define key challenges facing care coordination and care transitions
- Identify the positive aspects that result from a properly leveraged health information exchange (HIE)
- Recognize the aims of home and community-based services through programs and partnerships
- List the key considerations of the Money Follows the Person Demonstrations

## Participation

Register for the webinar, participate in the webinar, and access and complete the assessment and evaluation, per the [Instructions for Continuing Education Credit](#), at the end of this document.

## Speaker Bios & Disclosures (alphabetical by last name)

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

**Adebola Adeleye, DNP, ANP-C, presenter**, is a Family Nurse Practitioner, and has worked as a Nurse Consultant for the Centers for Medicare & Medicaid Services (CMS) since May 2014. Dr. Adeleye is a care transitions and quality improvement subject matter expert and lead of the CMS Care Transitions & Post-Acute Care Affinity Group, a group dedicated to improving care transition experience for beneficiaries, families, and caregivers. She also serves as the Clinical Lead for the ESRD Network program. Dr. Adeleye has over six years of experience leading efforts to improve care transitions and led the care coordination work in the Quality Innovation Network-Quality Improvement Organization program (QIN-QIO) Program.

Dr. Adeleye has a wide range of clinical experience with pediatrics, adults, and geriatrics. Prior to joining CMS, Dr. Adeleye worked as a Care Transitions Nurse Practitioner with a community-based care transitions organization in Maryland. In this capacity, she helped establish care transition programs in several hospitals, worked with the hospitals to identify the causes of hospital readmissions, implemented strategies to prevent unnecessary admissions and readmissions, and provided supervision and leadership to the staff. Dr. Adeleye also maintains her clinical practice as a Nurse Practitioner and serves as an Adjunct Professor of Nursing for the University of Maryland's School of Nursing.

Dr. Adeleye earned both Doctor of Nursing Practice and Master of Science in Nursing degrees from Monmouth University.

**Jennifer Baldwin, MPA, RN, presenter**, is the Senior Vice President of Patient-Centered Medical Home (PCMH) and Care Coordination for CareFirst BlueCross BlueShield. She provides strategic leadership and oversight of the development, implementation, and management of clinical, analytic, and operational elements of the program. CareFirst's PCMH is a share savings program that rewards primary care providers for reducing the healthcare spending of their patients and increasing the quality of care. The program is one of the largest, most mature, and established medical homes of its kind in the nation. Under the direction of Ms. Baldwin and the six Vice Presidents that report to her, a multi-disciplinary team of over 600 people support the management of over \$5 billion in global care costs for 1.3 million members and 4,400 primary care providers in the program.

Before joining CareFirst in 2012, Ms. Baldwin held executive leadership roles at Kaiser Permanente Mid-Atlantic States. She initially served as the Chief Nurse Executive, and was promoted to the Area Administrator position for the District of Columbia and Suburban Maryland. Her previous employment also includes 17 years of experience serving in key executive roles for large hospital systems, including Trinity Health and Inova Health Systems.

Ms. Baldwin earned a Master of Public Administration degree from George Washington University and a Bachelor of Science degree in Nursing from Villanova University.

**Crystal Beckford, MSA, RN, presenter**, is the Regional Vice President of Patient-Centered Medical Home (PCMH) and Care Coordination for CareFirst BlueCross BlueShield (CareFirst). Ms. Beckford provides leadership and oversight of the clinical care coordination elements of the program. The CareFirst PCMH program is one of the largest medical home structure of its kind in the nation. Ms. Beckford and her team of seven directors manage a team of over 150 Clinical coordinators and support staff who cover the District of Columbia and Central and Southern Maryland. Before joining Carefirst in 2012, Ms. Beckford held a leadership role at Kaiser Permanente Mid-Atlantic, where she served as the Area Director of Primary Care Services for the District of Columbia and Maryland. Prior to that, Ms. Beckford held several key healthcare roles.

Ms. Beckford earned a Master of Science Administration degree in Health Care Administration from Central Michigan University and a Bachelor of Science degree in Nursing from the Mount Saint Mary College of Nursing.

**Daniel J. Chavez, MBA, presenter**, joined the San Diego Beacon Health Information Exchange as Executive Director in March 2013. Mr. Chavez has over 30 years of health care information technology experience and an extensive track record of cultivating startups, business development, and product marketing. Mr. Chavez runs one of the most advanced health information exchanges in the country. He is an elected Board Member of the Strategic Health Information Collaborative (SHEIC). Mr. Chavez is often asked to speak on key interoperability topics, such as patient record matching, consent management, public health reporting, pre-hospital reporting, social determinants of health, and community information exchange.

Mr. Chavez's previous experience includes serving as the Vice President of Marketing and Business Development for Independa, a San Diego-based innovator that provides solutions to help the elderly remain independent. His experience also includes serving as the Executive

Vice President at Payformance Corporation, Senior Vice President and General Manager of the medical division of Immersion Corporation, and Senior Vice President at Availity. In addition, Mr. Chavez was employed with the International Business Machines Corporation (IBM), GTE Corporation, Science Applications International Corporation (SAIC), Stellcom Technologies, and Computer Sciences Corporation (CSC).

Mr. Chavez earned a Master of Business Administration degree in Finance from Stanford University.

**Jean Close, MA, presenter,** is the Deputy Director of the Division of Community Systems Transformation (DCST) for the Center for Medicaid and CHIP Services (CMCS) at the Centers for Medicare & Medicaid Services (CMS). Ms. Close and her team advance community living through the use of incentives and collaboration designed to transform state long term care systems and promote quality, choice, and access for individuals with chronic conditions and disabilities. During her 15 year tenure at CMS, she collaborated with state and federal partners to plan and design services and demonstrations in the areas of community-based long-term care, services in schools, and mental health and substance use disorder services. Ms. Close is committed to cross-agency efforts to improve access to care for individuals with behavioral health needs, children who have experienced trauma, and individuals successfully aging in the community.

Ms. Close earned a Master of Arts degree in Gerontology and Education from the University of Michigan-Ann Arbor.

**MaryAnne Sterling, BS, presenter,** is the Executive Vice President of Caregiver Experience at Livpact and Co-founder of teamiCARE.org. She has been a thought leader in health information technology and health policy for over a decade, focused on healthcare transformation through the eyes of patients and their families. As the CEO of Sterling Health IT Consulting, Ms. Sterling has supported high-visibility health information technology projects across federal and private sector organizations. She was a caregiver and healthcare advocate for her parents for over 20 years.

Ms. Sterling is a renowned speaker and educator on family caregiver issues and dementia and has parents impacted by the disease. She serves as Patient Research Partner and Ambassador for the Patient-Centered Outcomes Research Institute (PCORI) and Advisor for the National Alzheimer's & Dementia Patient & Caregiver-Powered Research Network, bringing the voices of patients and family caregivers to medical research. Ms. Sterling also works tirelessly to advocate for families and spends her time on Capitol Hill or speaking at healthcare events around the country. Her personal story has been featured in Forbes, Kiplinger, the New York Times, USA Today, and the Wall Street Journal.

Ms. Sterling earned a Bachelor of Science degree in Biology and Biotechnology from the University of Nebraska at Omaha.

**Patrick Wynne, BS, developer/planner/presenter,** is employed as a Health Insurance Specialist with the Center for Clinical Standards and Quality (CCSQ) at the Centers for Medicare & Medicaid Services (CMS). Mr. Wynne has been employed with CMS for over six years and is serving as the Contracting Officer Representative (COR) on the Grand Rounds Contract. His previous experience with CMS includes serving as a Contract Specialist and Financial Analyst.

Mr. Wynne earned a Bachelor of Science degree in Sport Management from the York College of Pennsylvania.

## ***Continuing Education Credit Information***

### ***Continuing Education Credit***

#### **Accreditation Council for Continuing Medical Education (ACCME)**

The Centers for Medicare & Medicaid Services (CMS) designates this **live activity** for a maximum of 1 AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Credit for this course expires at midnight on November 5, 2018.

#### **International Association for Continuing Education and Training (IACET)**

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on November 5, 2018.

### ***Accreditation Statements***

[Please click here for accreditation statements.](#)

## ***Instructions for Continuing Education Credit***

**The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).**

**If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.**

**For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.**

### ***Learning Management System (LMS) Instructions***

In order to receive continuing education credit for this live activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

**The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.**

## Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

### To register (if you do NOT have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Click on "Create Account"
3. Enter information for all the required fields (with the red asterisks) and click "Create"

**\*NOTE:** When you get to the 'Organization' field, click on Select. From the 'Select Organizations' screen, leave the 'Find Organization' field blank and click Search. Select 'CMS-MLN Learners Domain - Organization' and click Save.

Please add [MLN@cms.hhs.gov](mailto:MLN@cms.hhs.gov) to your address book to prevent MLN communication from going into your spam folder.

### To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on "Log In"

### Finding the Post-Assessment:

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on "Log In"
3. Click on "Training Catalog" in the menu beneath the MLN logo
4. Enter "**10-22-2018 Improving Care Transitions – Learning Through the Lens of Multiple Stakeholders**" in the "search for" box and click "search"
5. Click on the title
6. Click "Enroll"
7. Click "Access Item"
8. Scroll down on the page and click on the link titled "Post-Assessment"
9. Click "Open Item"
10. A new window will open. Click "Post-Assessment" in this new window for it to display
11. Complete the assessment and click "close"
12. Click the grey and white "x" in the upper right-hand corner to close the window
13. Click "OK" when prompted about closing the window

## Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation.

[Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact [CMSCE@cms.hhs.gov](mailto:CMSCE@cms.hhs.gov) via email.

## Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

## ***CMS Privacy Policy***

[Please click here for CMS' Privacy Policy.](#)

## ***Help***

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network<sup>®</sup> (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at [CMSCE@cms.hhs.gov](mailto:CMSCE@cms.hhs.gov) via email.